Case 7:13-cv-09239-CS-VR Document 531-12 Filed 06/23/25 Page 1 of 5

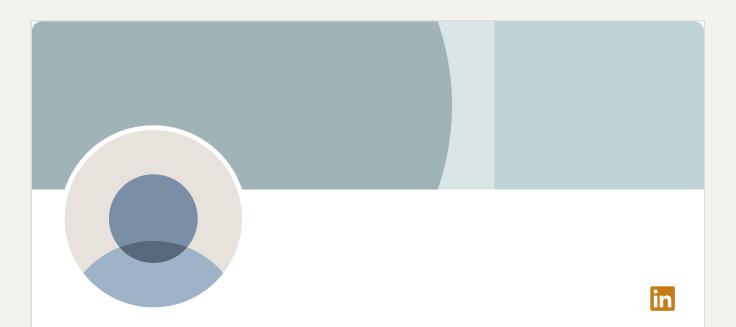
EXHIBIT 10











Flora (Xiuzhen) Zhang · 3rd

Global Head of User experience/Quality Assurance (Note: I'll report/block fake accounts)



Trip.com Group



Massachusetts Institute of Technology

Los Gatos, California, United States · Contact info

500+ connections







About

Quality assurance, User experience, E-commerce, Travel industry, US-China relations.

Activity

515 followers

Flora (Xiuzhen) Zhang commented on a post • 1mo

Thanks Prof. Kim. That was a great memory from your class!

Show all comments →

Experience



Global Head of Customer Experience/Quality Assurance

Trip.com Group

Jul 2020 - Present · 4 yrs 10 mos San Jose, California, United States

• Lead the global quality team with team members in Asia, Europe, and North America. ...



Trip.com Group

Full-time · 16 yrs 3 mos

Senior Director Of Professional Service and Product,
 Accomodation Business

Jan 2014 - May 2017 \cdot 3 yrs 5 mos Shanghai, China

Achievements:

• • •

GM, Travel Insurrance business, Accommodation Business

Jan 2014 - May 2017 \cdot 3 yrs 5 mos Shanghai, China

Achievements:

-The YOY growth was 200% during the period. "Travel Assurance...

Director, Service Research and Development Centre

Jan 2011 - Dec 2013 · 3 yrs Shanghai, China Achievements:

-My team designed and executed Ctrip's Service Management System,...

Show all 5 experiences →

Education



Massachusetts Institute of Technology

MBA, Sloan Fellow

Concentration: Operation Management; Business Analytics; Marketing Strategy.



Columbia University

MPA

Concentration: Public policy, International Affairs

Show all 3 educations →

Licenses & certifications



Global business and politics program

Yale University

Issued Jun 2020

Volunteering



Advisor

China Call Centre and BPO Association

Jan 2010 - Present · 15 yrs 4 mos

The China Call Centre and BPO Association holds periodical meetings and annual conferences to exchange ideas and spread best-practices...



Daycare Volunteer

QingCongQuan Training Centre, China Feb 2006 - May 2016 · 10 yrs 4 mos

I volunteered on weekends providing care and support for autistic children.

Skills

IT Operations

Project Delivery

Show all 50 skills →

Interests

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Nicole Kyle in · 3rd

Future of Work Researcher | Gender Equity & Economics | Writer | Speaker

7,161 followers

+ Follow



Glenn Fogel in · 3rd
Chief Executive Officer and President
35,277 followers

+ Follow

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